

Housekeeping Aide-SS/ES

Job Family: Housekeeping

POSITION SUMMARY

Respond promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Post caution signs. Contact other departments directly for urgent repairs. Deliver guest requests and set up furniture items in guest rooms as requested. Remove items from hallways and transport to service areas, including debris, room service food and beverage trays, unread newspapers, soiled linens, and trash placed near Housekeeper carts. Clean, maintain, and store cleaning equipment.

Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; properly store flammable materials. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language. Support team to reach common goals. Ensure adherence to quality expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Stand, sit, or walk for an extended period of time. Perform other reasonable job duties as requested by Supervisors.

CRITICAL TASKS

Safety and Security

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Complete appropriate safety training and certifications to perform work tasks.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Maintain awareness of undesirable persons on property premises.

Policies and Procedures

- Protect the privacy and security of guests and coworkers.
- Follow company and department policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Maintain confidentiality of proprietary materials and information.
- Perform other reasonable job duties as requested by Supervisors.

Guest Relations

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Assist other employees to ensure proper coverage and prompt guest service.
- Thank guests with genuine appreciation and provide a fond farewell.

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- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines (e.g., escorting them when requested, using words to explain actions, writing directions on paper, moving objects out of the way, or offering access to Braille or TDD phones).

Working with Others

- Support all co-workers and treat them with dignity and respect.

Quality Assurance/Quality Improvement

- Comply with quality assurance expectations and standards.

Physical Tasks

- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Stand, sit, or walk for an extended period of time or for an entire work shift.

Housekeeping Protocol

- Post caution signs (e.g., wet floor signs) to limit traffic when necessary.
- Respond promptly to requests from guests, Front Desk, or At Your Service requests.
- Identify and report preventative or other maintenance issues in public areas or guest rooms.
- Contact Engineering, At Your Service (AYS), Delighted to Serve (DTS), or Housekeeping office directly for urgent repairs.
- Select appropriate cleaning chemicals and necessary personal protective equipment for various surfaces and cleaning jobs, following OSHA regulations and corporate standards.

CRITICAL COMPETENCIES

Interpersonal Skills	Personal Attributes	Physical Abilities
<ul style="list-style-type: none">▪ Diversity Relations▪ Team Work▪ Customer Service Orientation	<ul style="list-style-type: none">▪ Safety Orientation▪ Presentation▪ Dependability▪ Integrity	<ul style="list-style-type: none">▪ Physical Strength

PREFERRED QUALIFICATIONS

Education	No high school diploma/No G.E.D. equivalent
Related Work Experience	No related work experience is required
Supervisory Experience	No supervisory experience is required